

EN	简体中文
The table below describes all elements of service made available by FOSS. In order for the service description below to apply to your specific service contract, the service description must be clearly stated in your service quote and invoice. This description of services is valid from 15 April 2019.	下表描述了 FOSS 可提供的所有服务项目。为了使下表中所述的服务适用于您的具体服务合同，请务必在您的服务报价和发票中清楚注明服务说明。本服务说明书自 2019 年 4 月 15 日起生效。
Service Description version 2.0	2.0 版本服务说明书
Service description	服务说明书
Included in the service	服务包括：
What you must do or permit FOSS to do on your behalf	您必须要做什么或者允许 FOSS 代表您做什么
Performance maintenance services	性能维护服务
Service maintenance on-site (incl. travel costs)	现场服务维护（包括差旅费）
Service maintenance on-site is a service where a service engineer, representing FOSS will visit the customer at the location which the instrument is placed (unless otherwise specified). During the visit the service engineer will service the instrument according to the service protocol for the particular instrument. Timing of the service visit is planned at the signing of the contract)	现场服务维护是指由服务工程师代表 FOSS 到仪器所在地（除另行规定的地点外）拜访客户。在拜访期间，服务工程师将按照约定仪器的服务协议对仪器进行维护维修。服务拜访的时间在签订合同时列明计划。
The service engineer will perform on-site maintenance, replacing parts and cleaning agents, performance validation and making adjustments. The service engineer may conduct on-site training of operators while on site. The number of service maintenance on-site visits per year will be agreed at the signing of the service contract	服务工程师将进行现场维护、检修、更换零部件和清洁剂，进行性能验证和调整。服务工程师可以在现场对操作人员进行现场培训。每年现场服务维护拜访的次数将在签订服务合同时商定好。
Ensure service engineer access and a safe working environment for the service engineer while performing the service maintenance of the instrument	确保服务工程师在对仪器进行服务维护时拥有安全的工作环境。
Service maintenance remote via LinkDiagnostic or FossManager	通过 LinkDiagnostic 或 FossManager 进行远程服务维护
Service maintenance remote is a service where a service engineer, representing FOSS, will be available for consultation via telephone, on-line dialogue options, etc. while a technician (or similar), representing the instrument owner, will service the instrument according to the service protocol for remote service of the particular instrument. Timing of the remote service interaction is planned at the signing of the contract.	远程服务维护是指由服务工程师代表 FOSS 通过电话、在线支持等方式提供咨询，同时代表仪器所有人的技术人员（或其他相关人员）按照约定仪器的远程服务协议对仪器进行维护检修。远程服务支持的时间在签订合同时列明计划。
IF LinkDiagnostic LinkDiagnostic is a cloud service enabling the local service/support technician to support remotely in case of instrument malfunctions.	对于 LinkDiagnostic LinkDiagnostic 是一项云服务，可以使本地服务/技术支持人员在仪器发生故障时提供远程支持。
IF FossManager	对于 FossManager

FossManager is an instrument management service through which you can remotely configure your connected instruments, ensure your analytic data are backed up and secured, and you can manage, use, report and export your analytic data.	FossManager 是一项仪器管理服务。通过该服务，您能远程配置已连接的仪器，确保您的分析数据得到备份和保护，并且还能管理、使用、报告和导出您的分析数据。
The service engineer will perform remote maintenance by guiding a representative of the instrument owner in replacing parts and cleaning agents, instrument cleaning, performance validation and making adjustments. The number of service maintenance remote sessions per year will be agreed at the signing of the service contract	服务工程师通过指导仪器所有人的代表进行零部件和清洁剂的更换、仪器清洁、性能验证和调整来进行远程维护。每年进行远程维修服务支持的次数将在签订服务合同时商定好。
IF LinkDiagnostic	对于 LinkDiagnostic
<ul style="list-style-type: none"> Instructions on how to connect the instrument to the LinkDiagnostic server 	<ul style="list-style-type: none"> 关于如何将仪器连接到 LinkDiagnostic 服务器的说明
<ul style="list-style-type: none"> Remote support to get your instrument connected, if required 	<ul style="list-style-type: none"> 需要时，提供仪器连接的远程支持
<ul style="list-style-type: none"> Automatic upload of instrument diagnostic data and relevant instrument data to the FossConnect server 	<ul style="list-style-type: none"> 自动将仪器诊断数据和相关仪器数据上传至 FossConnect 服务器
<ul style="list-style-type: none"> Storage capacity of uploaded data on the FossConnect server limited to (Uploaded data is automatically deleted when either of the two storage limits is reached) <ul style="list-style-type: none"> a period of one year a maximum of 30000 samples 	<ul style="list-style-type: none"> 上传至 FossConnect 服务器的数据的存储量限制为（当达到任何一个存储限制时，上传数据自动删除） <ul style="list-style-type: none"> 1 年 最多 30000 个样本
IF FossManager	对于 FossManager
<ul style="list-style-type: none"> Instructions on how to connect the instrument to the FossConnect server 	<ul style="list-style-type: none"> 关于如何将仪器连接到 FossConnect 服务器的说明
<ul style="list-style-type: none"> Remote support on how to get your instrument connected, if required 	<ul style="list-style-type: none"> 需要时，提供关于如何实现仪器连接的远程支持。
<ul style="list-style-type: none"> Automatic upload of instrument configuration and analytical data to the FossConnect server 	<ul style="list-style-type: none"> 自动将仪器配置和分析数据上传至 FossConnect 服务器。
<ul style="list-style-type: none"> Login access as Network Manager to your instrument network on the FossConnect server 	<ul style="list-style-type: none"> 作为网络管理员登录进入您在 FossConnect 服务器上的仪器网络
<ul style="list-style-type: none"> The rights to create and invite additional users to your instrument network on the FossConnect server, maximum five user accounts per connected instrument 	<ul style="list-style-type: none"> 有权在 FossConnect 服务器上的仪器网络创建和邀请其他用户，每台连接的仪器最多可有五个用户账户。
<ul style="list-style-type: none"> Access to on-line self-study training material in the form of help files, articles, tutorial videos and instructions 	<ul style="list-style-type: none"> 获取在线自学培训资料，这些资料包括帮助文件、文章、教学视频和操作说明。
<ul style="list-style-type: none"> Storage capacity of uploaded data on the FossConnect server limited to (uploaded data is automatically deleted when either of the two storage limits is reached. Additional storage capacity available. Storage limitation is not applicable for data stored on a FossConnect OnPremise server.) <ul style="list-style-type: none"> a period of five years a maximum of 30000 samples 	<ul style="list-style-type: none"> 上传至 FossConnect 服务器的数据的存储量限制为（当达到任何一个存储限制时，上传数据自动删除，也可申请额外可用的存储容量。存储限制不适用于 FossConnect OnPremise 服务器上存储的数据）。 <ul style="list-style-type: none"> 五年 最多 30000 个样本
<ul style="list-style-type: none"> Features (example): <ul style="list-style-type: none"> Configure your connected instruments in the instrument network Configure analytic products and settings to be publish to your instrument network Manage, use, report and export the analytic data your instrument has uploaded Web-access to instrument information via a FossAccount 	<ul style="list-style-type: none"> 功能（举例）： <ul style="list-style-type: none"> 配置仪器网络中连接的仪器 配置要发布到仪器网络的分析产品和设置 管理、使用、报告和导出仪器已上传的分析数据 通过 FossAccount 访问网络仪器信息

Ensure stable internet access to the FossConnect server, from the unit running the instrument operating software. Configure the instrument operating software to connect and register to the LinkDiagnostic service. Allow/accept upload of instrument information to LinkDiagnostic service. Allow FOSS service engineer to create a unique LinkDiagnostic account. Allow FOSS or distributor on behalf of Foss to access uploaded data	确保能从运行仪器操作软件的设备中稳定地通过网络访问 FossConnect 服务器。配置仪器操作软件，以连接 LinkDiagnostic 服务器，并进行注册。允许/接受仪器信息上传至 LinkDiagnostic 服务器。允许 FOSS 服务工程师创建一个唯一的 LinkDiagnostic 账户。允许 FOSS 或经销商代表 FOSS 访问上传数据。
IF LinkDiagnostic	对于 LinkDiagnostic
<ul style="list-style-type: none"> Ensure stable internet access to the LinkDiagnostic server, from the unit running the instrument operating software 	<ul style="list-style-type: none"> 确保能从运行仪器操作软件的设备中稳定地通过网络访问 LinkDiagnostic 服务器。
<ul style="list-style-type: none"> Update instrument software to latest available version to ensure a proper connection to the LinkDiagnostic server. 	<ul style="list-style-type: none"> 将仪器软件更新至最新可用的版本，确保与 LinkDiagnostic 服务器妥善连接。
<ul style="list-style-type: none"> Configure the instrument operating software to connect and register to the LinkDiagnostic service 	<ul style="list-style-type: none"> 配置仪器操作软件，以连接 LinkDiagnostic 服务器，并进行注册。
<ul style="list-style-type: none"> Allow upload of instrument information to the LinkDiagnostic service 	<ul style="list-style-type: none"> 允许仪器信息上传至 LinkDiagnostic 服务器。
<ul style="list-style-type: none"> Allow FOSS or a distributor on the behalf of FOSS to access uploaded data 	<ul style="list-style-type: none"> 允许 FOSS 或经销商代表 FOSS 访问上传数据。
Not included in the service (support and/or training (remote or face-to-face) can be offered and invoiced separately upon request. Please contact your local FOSS representative for more information.)	服务不包括的项目 （远程或现场支持和/或培训可以根据要求单独报价和开发票。关于更多信息，请联系 FOSS 的当地代表）
<ul style="list-style-type: none"> Backup of instrument configuration 	<ul style="list-style-type: none"> 仪器配置的备份
<ul style="list-style-type: none"> Customer access to instrument data on the LinkDiagnostic server 	<ul style="list-style-type: none"> 客户在 LinkDiagnostic 服务器上访问仪器数据
<ul style="list-style-type: none"> Instrument training or Software training 	<ul style="list-style-type: none"> 仪器培训或软件培训
Termination	终止
At termination of the contract	合同终止
<ul style="list-style-type: none"> Instrument to Server connection will be disabled, meaning that no more data will be uploaded to the LinkDiagnostic server 	<ul style="list-style-type: none"> 仪器与服务器将断开连接，即数据将无法再上传至 LinkDiagnostic 服务器。
<ul style="list-style-type: none"> A copy of the backup data will be sent upon request, if requested within 2 months after termination of contract. 	<ul style="list-style-type: none"> 如果在合同终止后 2 个月内要求提供备份数据，将按照要求提供一份备份数据的副本。
<ul style="list-style-type: none"> The uploaded data will be kept on the server for a minimum of 3 months 	<ul style="list-style-type: none"> 上传的数据还可以在服务器中保存 3 个月。
IF FossManager	对于 FossManager
<ul style="list-style-type: none"> Ensure stable internet access to the FossConnect server, from the unit running the instrument operating software 	<ul style="list-style-type: none"> 确保能从运行仪器操作软件的设备中稳定地通过网络访问 FossConnect 服务器。
<ul style="list-style-type: none"> Update instrument software to latest available version to ensure a proper connection to the FossConnect server. 	<ul style="list-style-type: none"> 将仪器软件更新至最新可用的版本，确保与 FossConnect 服务器妥善连接。
<ul style="list-style-type: none"> Configure the instrument operating software to connect and register to the FossConnect service 	<ul style="list-style-type: none"> 配置仪器操作软件，以连接 FossConnect 服务器，并进行注册。
<ul style="list-style-type: none"> Provide name and email address for user account registration on the FossConnect server 	<ul style="list-style-type: none"> 提供名称与电子邮件地址，以便在 FossConnect 服务器上注册用户账户。
<ul style="list-style-type: none"> Allow upload of instrument information to FossConnect service 	<ul style="list-style-type: none"> 允许仪器信息上传至 FossConnect 服务器。
<ul style="list-style-type: none"> Allow FOSS or a distributor on the behalf of FOSS to access uploaded data 	<ul style="list-style-type: none"> 允许 FOSS 或经销商代表 FOSS 访问上传数据。
<ul style="list-style-type: none"> Self-signup for a FossAccount 	<ul style="list-style-type: none"> 自己注册 FossAccount

Not included in the service: (Support and/or training (remote or face-to-face) can be offered and invoiced separately upon request. Please contact your local FOSS representative for more information.)	服务不包括的项目： （远程或现场支持和/或培训可以根据要求单独报价和开发票，关于更多信息，请联系 FOSS 的当地代表）
<ul style="list-style-type: none"> • Migration of existing instrument configuration or data from current instrument software to FossManager 	<ul style="list-style-type: none"> • 现有仪器配置或数据从当前仪器软件向 FossManager 的迁移
<ul style="list-style-type: none"> • Optimization of current instrument configuration 	<ul style="list-style-type: none"> • 当前仪器配置的优化
<ul style="list-style-type: none"> • Instrument training or Software training (except the access to on-line material as listed under “Included in the service”) 	<ul style="list-style-type: none"> • 仪器培训或软件培训（访问“服务包括项目”项下所列的在线资料除外）
Termination	终止
At termination of the contract	合同终止
<ul style="list-style-type: none"> • Instrument to Server connection will be disabled, meaning that no more data will be exchanged between the instrument and the FossConnect server 	<ul style="list-style-type: none"> • 仪器与服务器将断开连接，即无法再在仪器和 FossConnect 服务器之间进行数据交换。
<ul style="list-style-type: none"> • The network manager and other users with access to the instrument network can access the uploaded data and information for a period of minimum of 2 months 	<ul style="list-style-type: none"> • 网络管理人以及有权访问仪器网络的其他用户还可以在 2 个月内访问上传数据和信息。
<ul style="list-style-type: none"> • allowing user to export sample data, create and collect reports, export instrument configurations, export self-test data, export log-files (if uploaded to the server prior to termination) 	<ul style="list-style-type: none"> • 允许用户导出样本数据，创建和收集报告，导出仪器配置，导出自测试数据，导出日志文件（在合同终止之前上传至服务器的资料）。
<ul style="list-style-type: none"> • The uploaded data and information will be kept on the server for a minimum of 6 months after termination of contract. (After 6 months, the data will automatically be deleted from the server. The customer can at any time during or after the contract period request FOSS to delete their data stored on the server.) 	<ul style="list-style-type: none"> • 合同终止后，上传的数据和信息将在服务器上保存至少 6 个月。（6 个月后，数据将从服务器上自动删除。客户可以在合同期内或之后随时要求 FOSS 将其存储在服务器上的数据删除）
Please contact the local FOSS representative for more information about Service Level Agreements for FOSS digital services.	关于 FOSS 数字服务的不同服务协议的信息，请联系 FOSS 的当地代表。
Service maintenance at FOSS Workshop	在 FOSS 工厂的服务维护
Service maintenance at a FOSS workshop is a service where the instrument is shipped to the Foss workshop where a service engineer will service the instrument according to the service protocol for the particular instrument. Timing of the service is planned at the signing of the contract.	在 FOSS 工厂的服务维护是指将仪器运到 FOSS 的工厂，由服务工程师在 FOSS 工厂根据约定仪器的服务协议对该仪器进行维护检修。服务时间在签订合同时列明。
The service engineer will perform maintenance, replacing parts and cleaning agents, performance validation and make adjustments. Shipment cost for the instrument to and from the FOSS workshop to customer's location is included. The number of service maintenance at Foss workshop will be agreed at the signing of the contract.	服务工程师将进行维护、更换零部件和清洁剂，进行性能验证和调整。仪器从 FOSS 工厂到客户地址之间的往返运费包含在内。在 FOSS 工厂的服务维护次数将在签订合同时商定好。
Ensure timely shipment of the instrument for FOSS to carry out service maintenance within the agreed timelines	确保仪器及时装运，以便 FOSS 能在商定的时间内进行服务维护。
Service maintenance kit - according to service protocol	维护保养套件
Selection of wear parts, which need to be exchanged on a regular basis in a given instrument. The wear parts are available in the Preventive Maintenance Kit, consisting of parts required to perform factory standard maintenance. These kits are designed to replace common wear and tear parts.	精选的仪器使用周期内需要定期更换的易损件。易损件可在预防性维护套件中找到，该套件由进行工厂标准的维护所需的零部件组成。这些保养套件是为了更换常见易损部件而设计的。
Shipment cost for the service maintenance kit is included in the contract price. The service maintenance kit will be shipped to the customer in time for the service maintenance on-site or remote	服务维护套件的运费包含在合同价格内。服务维护套件将及时运至客户处，用于现场或远程服务维护。

Provide correct shipping address to ensure the service maintenance kit arrives at the location where the service will be carried out. Ensure the service maintenance kit is available for the service maintenance on-site or remote at the agreed time of carrying out the service maintenance	提供正确的发货地址，确保服务维护套件被运至实施服务的地点。确保在商定的服务维护时间进行现场或远程服务维护时有服务维护套件可用。
Ad-hoc remote technical service available	远程技术服务
This service allows a FOSS service engineer to provide remote assistance and service in case of an instrument malfunction.	该项服务能够让 FOSS 服务工程师在仪器发生故障时提供远程协助和服务。
A FOSS service engineer will be available within the hours agreed in the service contract. Remote instrument service hours will be invoiced according to the current price list and the discounts agreed in the service contract.	FOSS 服务工程师将在服务合同约定的时间内提供服务。远程仪器服务费用将根据现行价格表和服务合同约定的折扣开具发票。
Ensure stable internet access to the FossConnect server, from the unit running the instrument operating software. Configure the instrument operating software to connect and register to the LinkDiagnostic service. Allow/accept upload of instrument information to LinkDiagnostic service. Allow FOSS service engineer to create a unique LinkDiagnostic account. Allow FOSS or distributor on behalf of FOSS to access uploaded data	确保能从运行仪器操作软件的设备中稳定地通过网络访问 FossConnect 服务器。配置仪器操作软件，以连接 LinkDiagnostic 服务器，并进行注册。允许/接受仪器信息上传至 LinkDiagnostic 服务器。允许 FOSS 服务工程师创建一个唯一的 LinkDiagnostic 账户。允许 FOSS 或经销商代表 FOSS 访问上传的数据。
Factory Recommended Upgrades	工厂建议的升级
This service relates to recommended instrument upgrades or corrections, not constituting a safety risk, on either hardware or software where Foss accepts responsibility for undertaking the upgrade or correction on the instrument.	该项服务与建议的仪器升级或校正相关，对硬件或软件皆不构成安全风险，其中 FOSS 承担进行仪器升级或校正的责任。
The service engineer will perform the upgrade or correction on-site or remotely as relevant	服务工程师将根据需要进行现场或远程升级或校正。
See service maintenance on-site or service maintenance remote	请参考“现场服务维护”或“远程服务维护”
Opening hours for telephone service	电话服务的开放时间
Hours during which FOSS guarantees that a FOSS representative can be reached via telephone and will be able to make a service engineer or application specialist available for telephone service	FOSS 保证通过电话可以联系到 FOSS 代表，并且 FOSS 服务工程师或应用专家可以在服务开放时间段提供电话支持服务。
Response time - Telephone technical service (target)	响应时间 — 电话技术服务（目标）
Number of hours within which FOSS will strive to make a service engineer or application specialist available to respond to a service request for remote support from an instrument owner where the instrument is covered by a service contract. The stated number of hours is a target which FOSS strives to commit to.	FOSS 努力让服务工程师或应用专家对服务合同所涉仪器的所有人提出的远程支持的服务要求作出快速响应。所规定的小时数是 FOSS 努力实现的目标时间。
Service assistance will be invoiced according to the current price list and the discounts agreed in the service contract.	服务支持将根据现行价格表和服务合同约定的折扣开具发票。
Response time - On-site technical service (target)	响应时间 — 现场技术服务（目标）
Number of hours within which FOSS guarantees that a service engineer or application specialist will respond to a service request for on-site service from an instrument owner where the instrument is covered by a service contract. The stated number of hours is a target which FOSS strives to commit to.	FOSS 保证让服务工程师或应用专家对服务合同所涉仪器的所有人提出的现场服务要求作出快速响应。所规定的小时数是 FOSS 努力实现的目标时间
Service assistance will be invoiced according to the current price list and the discounts agreed in the service contract.	服务支持将根据现行价格表和服务合同约定的折扣开具发票

Monitoring & validation services	监控和验证服务
Instrument performance reports (FossAssure)	仪器性能报告 (FossAssure™)
FossAssure is a reporting service for monitoring performance and optimization the uptime of the analytical solution	FossAssure™ 是一种报告服务，用于监控分析仪器的性能并优化运行时间
<ul style="list-style-type: none"> Monthly instrument surveillance report with guidance/comment and instrument status Login to FossAssure Portal for unified view of all connected and registered instruments, with historical reports and additional instrument information Monthly notification e-mail with link to the full report on the FossAssure portal 	<ul style="list-style-type: none"> 每月出具一份仪器监控报告，其中包括指导/意见和仪器状况 登录进入 FossAssure 门户网站，统一查看所有已连接和注册的仪器，以及历史报告和其他仪器信息。 每月发送电邮通知，链接到 FossAssure 门户网站上的完整报告
Service assistance will be invoiced according to the current price list and the discounts agreed in the service contract.	服务支持将根据现行价格表和服务合同约定的折扣开具发票
FossAssure requires the installation of a LinkDiagnostic™ or FossManager™ service for the instrument in question.	FossAssure™ 要求为相关的仪器安装 LinkDiagnostic™ 或 FossManager™ 服务
<ul style="list-style-type: none"> - Ensure stable internet access to the FossConnect server, powered by Microsoft Azure, from the unit running the instrument operating software - Configure the instrument operating software to connect and register to the FossConnect service - Provide name and email address for user account registration on the FossConnect service or/and for sharing of instrument access via the FossAssure portal - Allow/accept upload of instrument information to FossConnect service - Self-signup on the FossAssure Portal 	<ul style="list-style-type: none"> - 确保运行操作软件的仪器，稳定地通过网络访问由微软 Azure 支持的 FossConnect 服务器 - 配置仪器操作软件，以连接 FossConnect 服务器，并进行注册。 - 提供名称和电子邮件地址，以便在 FossConnect 服务器上注册用户账户，和/或通过 FossAssure 门户网站共享仪器访问权 - 允许/接受仪器信息上传至 FossConnect 服务器 - 自己注册 FossAssure 门户网站
Service, e.g. training, remote instrument or software service, consultancy will be invoiced according to current pricelist. Please contact your local FOSS representative for more information	培训、仪器远程服务或软件升级、咨询等服务将按照现行的价格表开具发票。 更多信息请联系 FOSS 的当地代表
Calibration performance reports (FossAssure Pro)	定标监控报告 (FossAssure™ Pro)
FossAssure Pro is a reporting service for validation and optimization of calibrations and analytical performance.	FossAssure™ Pro 是一种报告服务，用于定标及分析性能的验证和优化
<ul style="list-style-type: none"> Monthly instrument surveillance report with guidance/comment and instrument status Monthly calibration validation report with guidance/comment Login to FossAssure Portal for unified view of all connected and registered instruments, with historical reports and additional instrument information Monthly notification e-mail with link to the full report on the FossAssure portal 	<ul style="list-style-type: none"> 每月出具一份仪器监控报告，其中包括指导/意见和仪器状况 每月提供一份定标验证报告，其中包括指导/意见 登录进入 FossAssure 门户网站，统一查看所有已连接和注册的仪器，以及历史报告和其他仪器信息。 每月发送电邮通知，链接到 FossAssure 门户网站上的完整报告。
If service assistance is needed, it will be invoiced according to the current price list and the discounts agreed in the service contract	如果需要协助，将按照现行价格表和服务合同中商定的折扣开具发票
<ul style="list-style-type: none"> - FossAssure™ Pro requires the installation of a FossManager™ service for the instrument in question. 	<ul style="list-style-type: none"> - FossAssure™ Pro 要求为相关的的仪器安装 FossManager™ 服务。

- Ensure stable internet access to the FossConnect server, powered by Microsoft Azure, from the unit running the instrument operating software	-确保能从运行仪器操作软件的设备中稳定地通过网络访问由 微软 Azure 支持的 FossConnect 服务器。
- Configure the instrument operating software to connect and register to the FossConnect server	- 配置仪器操作软件，以连接 FossConnect 服务器，并进行注册。
- Provide name and email address for user account registration on the FossConnect server or/and for sharing of instrument access via the FossAssure portal	- 提供名称和电子邮件地址，以便在 FossConnect 服务器上注册用户账户，和/或通过 FossAssure 门户网站共享仪器访问权。
- Allow/accept upload of instrument information and result data to FossConnect service	- 允许/接受仪器信息和结果数据上传至 FossConnect 服务器。
- Self-signup on the FossAssure Portal	- 自己注册 FossAssure 门户网站
- Reference results: Customer is responsible to obtain reference results for the products to be monitored and to upload the data to the FossConnect server; Customer must ensure that the quality of the reference chemistry is good enough for validation of their products. Service, e.g. training, remote instrument or software service, consultancy will be invoiced according to current pricelist. Please contact your local FOSS representative for more information.	- 参比结果：客户负责获取要监控的和要上传至 FossConnect 服务器的产品的参比结果；客户必须确保化学样品的质量是好的，可用于其产品的验证。 培训、仪器远程支持或软件升级、咨询等服务将按照现行的价格表开具发票。 更多信息请联系当地的 FOSS 代表。
Instrument software updates upon request	根据要求进行仪器软件更新。
This service provides your with up to date instrument software, ensuring optimal handling and security for instrument data	该项服务为您提供最新的仪器软件，确保仪器数据的最佳处理和安全。
When requested, Foss will update the instrument with the latest version of operating software, if available.	需要时，FOSS 将仪器操作软件更新至最新版本（如可用）
Ensure stable internet access to the FossConnect server, from the unit running the instrument operating software. Configure the instrument operating software to connect and register to the LinkDiagnostic service. Allow/accept upload of instrument information to LinkDiagnostic service. Allow FOSS service engineer to create a unique LinkDiagnostic account. Allow FOSS or distributor on behalf of Foss to access uploaded data	确保能从运行仪器操作软件的设备中稳定地通过网络访问 FossConnect 服务器。配置仪器操作软件，以连接 LinkDiagnostic 服务器，并进行注册。允许/接受仪器信息上传至 LinkDiagnostic 服务器。允许 FOSS 服务工程师创建一个唯一的 LinkDiagnostic 账户。允许 FOSS 或经销商代表 FOSS 访问上传数据
Customer entitlements - Discounts	客户的权利—折扣
Hourly rate for on-site and remote ad-hoc technical service	现场和远程技术服务的工时费用
Customers with a service contract are entitled to a discount on the hourly rate for ad hoc technical assistance, both remote and on-site	签订服务合同的客户有权享有远程和现场技术支持工时费用的优惠折扣
Hourly rate for calibration specialist service	专家定标支持服务的工时费用
Customers with a service contract are entitled to a discount on the hourly rate for calibration specialist support, both remote and on-site service	签订服务合同的客户有权享有远程和现场专家定标支持工时费用的优惠折扣
Spare parts	备件
Customers with a service contract are entitled to buy FOSS spare parts at a reduced price	签订服务合同的客户有权按照较低价格购买 FOSS 备件

Reagents and consumables	试剂与消耗品
Customers with a service contract are entitled to buy FOSS reagents and consumables at a reduced price	签订服务合同的客户有权按照较低价格购买 FOSS 试剂和消耗品
Training	培训
Customers with a service contract are entitled to FOSS training access at a reduced price	签订服务合同的客户有权按照较低价格购买 FOSS 培训服务
Replacement instrument with trade-in option	以旧换新
FOSS offers customers with a service contract to take an instrument back within a certain period of time, and provide customers with a replacement instrument at a discount	FOSS 为客户提供在一定时间内回收仪器的服务合同，并按照折扣价为客户提供置换的仪器
Warranty and extended warranty	保修与延长保修
Warranty	保修
Instrument warranty is extended from 1 to 2 years provided a service contract has been agreed max. 90 days after commissioning of instrument	如果保修服务合同在 FOSS 检查调试仪器后 90 天内签订的，则仪器保修期可以从 1 年延长至 2 年。
Extended warranty on selected part described in positive list	延长保修（保修范围详见选定备件清单）
Warranty on certain spare parts (defined for each instrument covered by a service contract) is granted if the instrument is covered by an active service contract	如果仪器在延长保修合同有效期内，则对备件清单包含的选定备件（不同仪器型号及不同的合同类型包含的选定备件清单不同）提供保修。
Parts and labour hours to repair the instrument is covered under the warranty. Travel cost is not included in the warranty coverage and will be invoiced according to travel zones or costxx	合同有效期内，维修仪器所使用的选定零部件和工时包括在保修范围内。差旅费不包括在保修范围内，将按照出差区域计算费用并开具发票。
For further information, please contact your local FOSS subsidiary	更多信息请联系 FOSS 的当地子公司。
Web www.fossanalytics.com	网址: www.fossanalytics.com